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125 East Court Street  
Ithaca, NY 14850  
607-274-5590  
INFO: [HinsConсор@tompkins-co.org](mailto:HinsConсор@tompkins-co.org)  
[www.tompkins-co.org](http://www.tompkins-co.org)

APPROVED

**MINUTES**  
**Greater Tompkins County Municipal Health Insurance Consortium**  
**Joint Committee on Plan Structure and Design**  
**February 2, 2012 - Noon**  
**Old Jail Conference Room**

***Present:***

***Municipal Representatives: 8 members***

Herb Masser, Town of Enfield; Brooke Jobin, Tompkins County; Mary Mills, Village of Cayuga Heights; Betty Conger, Village of Groton; Judy Drake, Town of Ithaca; Laura Shawley, Town of Danby; Schelley Michell Nunn, City of Ithaca; Jennifer Case, Town of Dryden

***Municipal Representative via Proxy: 1 member***

D. Barber, Town of Caroline

***Union Representatives: 3 unit members***

Chantalise DeMarco, County White Collar-CSEA; Michael Thomas, City of Ithaca Admin. Unit President – CSEA 1000; Patricia VandeBogart, TC3 Staff Unit

***Union Representatives via Proxy: 4 members***

George Apgar, President; Ithaca Professional Fire Fighters Assoc. and Ithaca Area Fire Fighters #737; Joe Slater, Town of Ithaca DPW – Teamsters; Chris Parker, Tompkins County Blue Collar Unit – CSEA 855

***Others in attendance:***

Sharon Dovi, TC3 Human Resources Manager; Judy Taber, Locey and Cahill; Beth Miller, Ken Foresti, Excellus

**Call to Order**

Ms. DeMarco called the meeting to order at 12:12 p.m.

**Presentation on Integrated Health Management Programs**

Mr. Foresti distributed a folder containing an outline of the presentation and other Excellus information. He said it is the goal of Excellus to make people healthier, happier, and more productive, and to assist the many different groups under Excellus to achieve this by engaging their employees in their personal health and wellness. The following are points made during the presentation:

The Value of Health Management – Productivity losses related to personal and family problems costs U.S. Employers \$1,685 per employee per year. When employees are not healthy it results in a loss of productivity. Excellus would like to help deal with not only employee medical issues but to assist them be more “work alert”, more healthy, active, and focussed when they are on the job site.

WELLCOA is the Wellness Council of America and has outlined the following seven steps to help companies on the path to wellness:

1. Capture senior level management support within the organization;
2. Create an employee wellness team or committee that includes a broad section of employees;
3. Collect data to drive wellness initiatives; Ms. Miller will be presenting data that has now been gathered for a full year to discuss utilization and patterns. This will help to establish goals for the coming year.
4. Craft an operation plan;
5. Choose appropriate health interventions;
6. Create a supportive environment;
7. Carefully evaluate outcomes; and

Employer Support - Excellus has many resources to reach out and communicate information to employees, such as e-mails, newsletter articles, posters, brochures, table tents, and payroll stuffers. Ms. Miller said Excellus has also created a customized website for the Consortium that provides information on all of the plan summaries by municipality, in addition to many other resources. A link to this customized site is now available on the Consortium [website](#). Excellus has health management programs broken down by the following categories: Health Promotion, Risk Management, Chronic Condition Management, and High Cost/Utilization Cases.

Mr. Foresti said there are many tools that are available on the website, including interactive tools, a medication encyclopedia, personal health record, preventative guidelines, and rewards and discounts.

Excellus also offers member discounts through Blue365 which is available across-the-board. This program has no associated costs and offers discounts on health-related services.

Health Coaching - Applies to PPO plans only, and not to indemnity plans with a deductible. A Registered Nurse is on call to answer questions and provide support to employees 24/7.

Advance Care Planning – Available across-the-board. Ms. Miller commented a health care proxy is available online; she also noted that when a child turns 18 he or she needs to have a health care proxy.

Worksite Wellness – Excellus can help employers with a number of things, including health risk assessments, biometric testing with employer reporting for: BMI, blood pressure, total cholesterol, lipid profile, and blood glucose levels. They also have a number of programs available through health fairs and health education programs.

Ms. Miller said as the Committee moves into deciding how it wants to roll out a wellness program and what is being targeted Excellus is able to offer programs to reach specific pockets of people. They could also help with planning and promoting a flu clinic in coordination with the Health Department.

Ms. DeMarco asked if there is a process to connect in situations where a person's healthcare provider is not a participating provider. Ms. Miller said she would have to look into this.

Disease Management – There are certain targeted conditions Excellus is able to help out with, such as diabetes, asthma, depression, congestive heart failure, or COPD. They have in-house staff who do outreach to members and assist in preventive health engagement. Members also have access to a 24/7 nurse line.

Case Management – Case Managers work people who have complex or multiple conditions. They provide information and education to promote understanding. They work not only with the person, but with the person's family members, pharmacists, and treating physician. Ms. DeMarco asked who decides who gets a Case Manager. Mr. Foresti said most of the time it comes from Excellus but there have been times when a recommendation has been made by a treating physician.

Ms. Taber asked if the programs that are only available to the PPO could be purchased for the indemnity plans. Ms. Miller said at this time they cannot be purchased because there is no way to connect them to the other plans but that may change in the future as computer systems change.

Utilization Management – Excellus tries to figure out where the appropriate level of health services in the right setting at the right time is for a person. There are some cases where they use utilization management to make sure they are doing the right thing and the patient is getting the best care possible. Ms. Miller said Excellus follows medical policy which is available for all providers to review and there is also an appeal process. Not only are they trying to make sure the treatment is necessary for the person but there are program savings as well.

Ms. Taber said mental health cannot be treated any differently than any other illness. All services have to be medically necessary. She asked if there is a limit on the number of visits allowed if they are medically necessary. Ms. Miller said there is no limit to visits as long as they are medically necessary.

Health and Wellness Consultants – Available for accounts engaged in using Excellus health management programs. Ms. Foresti said they work with employers to customize wellness programs or campaigns and begin with a thorough understanding of the health care data and a conversation about the group's needs.

Ms. Miller said she believes the Comprehensive Value Plan does have the benefits for health coaching but will look into this.

Mr. Foresti said he would like to work with the Consortium and talk about the seven benchmarks to produce a results-oriented wellness program. He would also like to work with members to create a wellness committee or team. He offered to help the Indemnity plans with a "step-up" program, which has no cost and works well to engage employees.

Ms. Miller will attend the next meeting to report again.

### **Review of Flexible Spending Account Administration Request for Proposals**

Copies of the first draft of each RFP were distributed. During a review of the documents the following revisions were suggested:

- Effective date of each proposal: January 1, 2013
- Change title on cover and references throughout both documents from "Tompkins County Council of Governments" to "Greater Tompkins County Municipal Health Insurance Consortium;

Ms. Taber said responders are obligated to follow all regulatory and legal requirements.

#### Section I. General Scope of Services

- paragraph 6, line 1: delete the word "be"

#### Section II. Detailed Scope of Services

Mr. Masser said he would like to have language included that would allow a person to self-refer. He said after the allowed eight sessions are used EAP will not allow, him as a provider, to self-refer beyond the eight sessions and then bill the insurance company.

It was requested that language be included that "Self-referrals are not prohibited". (EAP providers can continue, regardless of whether they are a participating provider of the insurance company, to treat the individual beyond the EAP sessions and bill the insurance company).

- Provide diagnostic, evaluation and referral services for employees and their eligible dependents. Provide up to [five (5)] eight (8) face-to-face counseling sessions per member per year for the purposes of assessment, short-term counseling and referral. Provide referrals coordinated through the employee's Health Insurance and Ancillary Benefit providers. Proposals of [lesser] three sessions, [and higher] eight sessions, and others will be entertained.

Ms. Drake said although five would be lower than the eight sessions other plans in the Consortium currently have, it would be more than the Town of Ithaca currently offers and expressed concern that moving from three to eight may be above the Town's price range. Ms. DeMarco said one of the primary reasons for the Consortium offering these programs is to reduce expenses by sharing administrative costs.

- Provide, as needed, mediation services between employees or between employees or between employees and supervisors at the request of [Human Resource] personnel dealing with human resources responsibilities.
- Provide a state-wide network of professional EAP counselors. Telephones staffed by master's level counselors and personally answered 24 hours a day, 7 days a week. Counselors should have at least a master's degree in psychology or clinical social work as [and] well as clinical experience. In addition, all counselors must be licensed in New York State. Recorded messages or answering services are not acceptable substitutes.
- Provide, as needed, mediation services between employees or between employees and supervisors at the request of [Human Resource] personnel handling human resources responsibilities.
- Have available [an] a designated account representative on an on-going basis.

### **Review of Employee Assistance Program Request for Proposals**

#### Section III – Scope of Services

The Administrator shall regularly meet with the Consortium's designated personnel or representatives as deemed necessary. [by the Consortium].

Ms. Drake spoke of payment and said the Town of Ithaca has its current program set up in a way where EBS RMSCO withdraws on a daily basis from an account that was specifically set up to pay claims. She said it may need to be set up with each municipality separately but the administration fee run through the Consortium with municipalities being billed once a month.

Following a brief discussion about how remaining funds that would be in the account at year-end would be handled, it was suggested that Mr. Locey, Mr. Thayer, and Mr. Squires discuss the best way to handle these funds.

Ms. Nunn said the City also has a cash subsidy program that is administered through Sieba, the City's current provider. This subsidy program is for reimburses individuals who have children at certain age ranges with day care a certain dollar amount per week.

**Approval of Minutes – October, 2011 thru January, 2012**

The minutes were deferred to the next meeting due to lack of quorum.

**Medicare Supplement**

Ms. Taber asked what the Committee was expecting to receive on this. Members said Mr. Locey was going to compile a demographic evaluation that would allow the Committee to make a decision of whether to continue pursuing this.

**New Business**

Ms. DeMarco said Jackie Thomas, in the County's Personnel Department, sends information out to the elected officials on training that are available. She would appreciate receiving updated municipal contact information so she could get information out on these free training sessions when there are openings.

**Adjournment**

The meeting adjourned at 1:53 p.m.

Respectfully submitted by Michelle Pottorff, Administrative Clerk